



James River Transportation



- A variety of passenger transportation services.



Field Trips

Military Transport





Shuttles

Amtrak Feeder



- We feel it is essential to create an **atmosphere** or **culture** through-out the organization.
- James River employees a Corporate Trainer that teaches and defines our core values:
 - **Customer Service**
 - **Safety**
 - **Reliability**
 - **Integrity**
 - **Teamwork**

- James River provides a very high level of safety services.
 - **Identify** best practices.
 - Make **adjustments** to meet our requirements.
 - **Implement**.



- Train Drivers from scratch.
 - Instead of changing existing habits.
- Third party inspector for CDL.
- Drivers receive two assessments annually.
 - Behind the wheel.
 - Driving Simulator

- James River utilizes a **driving simulator** to teach skills you cannot recreate on the road or obstacle course (tire blow out, skid control, brake failure).



- Assess and monitor driver performance through Drive Cam (video event recorders) and Satellite Tracking.
 - Use as a training tool, not a disciplinary tool.



Fatigue Management

- Screen for Sleep Disorders.
- Partnership with Sleep Center to **Diagnose, Treat and Implement** treatment quickly.
- Drivers less likely to hide sleeping problems if they view us as a **partner**.

Implement Dispatch Changes

- Drivers no longer drive straight through the night.
 - Change at 3:00am with a fresh driver.
- Drivers assigned to a long day are provided a hotel room to rest.
 - Difficult to rest while sitting in a bus all day.

Concerns / Frustrations

- Too many resources for inspecting vehicles instead of monitoring and **enforcing existing traffic laws.**
- Solutions to problems take **too long** to implement.
- “Knee jerk” reactions to crashes are unreasonable, distracting and costly.